

Claims

1. A method for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the method comprising:

5 accessing a customer account record based on a customer account identifier input by the field service provider;

accessing a data-type record of the customer record, the data-type record storing advisory information associated with the customer account identifier, the advisory information formatted in one or more languages;

10 selecting from the data-type record customized advisory information formatted to a language associated with the field service provider; and

presenting the customized advisory information to the field service provider through the network device.

15 2. A method as defined in claim 1, wherein the field service provider is a person associated with a natural language and the customized advisory information selected by the selecting act is formatted in the natural language.

20 3. A method as defined in claim 1, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information selected by the selecting act is formatted in the computer-based language.

25 4. A method as defined in claim 1, wherein the customer account identifier is associated with a destination facility.

5. A method as defined in claim 4, wherein the presenting act comprises:

transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

30 6. A method as defined in claim 4, wherein the customer account identifier is associated with a utility device at the destination facility.

7. A method as defined in claim 1 further comprising:

formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

5 8. A method as defined in claim 7, wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

9. A method as defined in claim 7, wherein the selecting act comprises:

determining the language to which the customized advisory information is formatted based
10 on a provider identifier input by the field service provider.

10. A method as defined in claim 1 further comprising:

prior to the accessing a customer account record act,

receiving collected data associated with a data type;

generating a data conclusion based on an analysis between the

collected data and an advisory rule corresponding to the data type;

mapping the data conclusion to the advisory information; and

storing the advisory information in a storage module including one or more customer account records each including one or more data-type records.

15 11. A method as defined in claim 10, wherein the storing act comprises:

selectively storing the advisory information in a customer account record based on a customer account identifier associated with the collected data from which the advisory information is generated; and

20 selectively storing the advisory information in a data-type record of the customer account record based on the data type associated with the collected data from which the advisory information is generated.

100-921650

12. A method for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the network advisory system receiving collected data associated with a data type and related to a destination facility and generating data conclusions based on an analysis between the collected data and an advisory rule corresponding to the data type, the method comprising:

5 receiving an provider identifier associated with the field service provider;

receiving a customer account identifier associated with a customer to which a service is to be provided by the field service provider;

10 selecting a specific data conclusion based on the customer account identifier;

mapping the specific data conclusion to advisory information customized to a language format associated with the field service provider as specified by the provider identifier; and

presenting the customized advisory information to the field service provider through the network device.

15

13. A method as defined in claim 12, wherein the field service provider is a person associated with a natural language and the customized advisory information is formatted in the natural language.

20

14. A method as defined in claim 12, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information is formatted in the computer-based language.

25

15. A method as defined in claim 12, wherein the receiving a customer account identifier act comprises:

receiving a customer account identifier identifying a destination facility at which the service is to be provided.

30

16. A method as defined in claim 15, wherein the presenting act comprises:

transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

17. A method as defined in claim 15, wherein the destination facility is associated with a customer of a service providing company employing the field service person to provide the service to the customer on behalf of the service providing company.

5

18. A method as defined in claim 15, wherein the destination facility is associated with a service providing company.

19. A method as defined in claim 12 further comprising:

10 formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

20. A method as defined in claim 19 wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

TELECO-EXTELECO

RECEIVED - EXTECH

21. A network advisory system for providing customized advisory information to a field service provider accessing the network advisory system via a network device, the system comprising:

5 a data collector receiving collected data related to a destination facility, the collected data being associated with a data type;

an advisory module receiving the collected data from the data collector and generating advisory information from the collected data;

10 a registration/communication module receiving a provider identifier associated with the field service provider and a customer account identifier associated with a customer to which a service is provided by the field service provider, the registration/communication module customizing advisory information based on the provider identifier and the customer account identifier and presenting the customized advisory information to the field service provider.

15 22. A network advisory system as defined in claim 21, wherein the customized advisory information is customized by content based on the customer account identifier and customized by language based on the provider identifier.

20 23. A network advisory system as defined in claim 22, wherein the field service provider is a person associated with a natural language and the customized advisory information is formatted in the natural language.

24. A network advisory system as defined in claim 22, wherein the field service provider is a computing module associated with a computer-based language and the advisory information is formatted in the computer-based language.

25. A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to a field service provider accessing a network advisory system having a server computer communicating with the field service provider through a network device, the computer process comprising:

5 accessing a customer account record based on a customer account identifier input by the field service provider;

10 accessing a data-type record of the customer record, the data-type record storing advisory information associated with the customer account identifier, the advisory information formatted in one or more languages;

15 selecting from the data-type record customized advisory information formatted to a language associated with the field service provider; and

20 presenting the customized advisory information to the field service provider through the network device.

15 26. The computer process in the computer program product of claim 25, wherein the field service provider is a person associated with a natural language and the customized advisory information selected by the selecting act is formatted in the natural language.

20 27. The computer process in the computer program product of claim 25, wherein the field service provider is a computing module associated with a computer-based language and the customized advisory information selected by the selecting act is formatted in the computer-based language.

25 28. The computer process in the computer program product of claim 25, wherein the customer account identifier is associated with a destination facility.

29. The computer process in the computer program product of claim 28, wherein the presenting act comprises:

30 transmitting the customized advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility.

30. The computer process in the computer program product of claim 28, wherein the customer account identifier is associated with a utility device at the destination facility.

5 31. The computer process in the computer program product of claim 25, the computer process further comprising;

formatting the customized advisory information to a presentation format based on the network device through which the field service provider is accessing the network advisory system.

10 32. The computer process in the computer program product of claim 31, wherein the presentation format is a format selected from the group consisting of audio, audio/visual and textual.

33. The computer process in the computer program product of claim 31, wherein the selecting act comprises:

15 determining the language to which the customized advisory information is formatted based on a provider identifier input by the field service provider.

34. The computer process in the computer program product of claim 25, the computer process further comprising:

20 prior to the accessing a customer account record act,

receiving collected data associated with a data type;

generating a data conclusion based on an analysis between the collected data and an advisory rule corresponding to the data type;

mapping the data conclusion to the advisory information; and

25 storing the advisory information in a storage module including one or more customer account records each including one or more data-type records.

35. The computer process in the computer program product of claim 34, wherein the storing act comprises:

30 selectively storing the advisory information in a customer account record based on a customer account identifier associated with the collected data from which the advisory information is generated; and

selectively storing the advisory information in a data-type record of the customer account record based on the data type associated with the collected data from which the advisory information is generated.